



The mission of the James E. Van Zandt VA Medical Center is to enhance the health status of the veterans we serve through:
providing comprehensive primary care and preventive medicine;
providing and/or coordinating specialty, acute care, and long term care services;
managing veterans' health care needs across the continuum of care; and supporting the social mission and special emphasis programs of VA

To accomplish this mission our staff hold these core values:

Trust
Respect
Commitment
Compassion

2005 Annual Report

James E. Van Zandt VA Medical Center Altoona, Pennsylvania

As fiscal year 2005 ends, I am pleased to present to you the James E. Van Zandt VA Medical Center's 2005 Annual Report.

This report provides an overview of the medical center's accomplishments and performance for the fiscal year beginning October 1, 2004 and ending September 30, 2005. During fiscal year 2005, we provided care to 23,916 veterans during 182,864 visits and 1,009 admissions. For the first time in many years, we experienced an overall



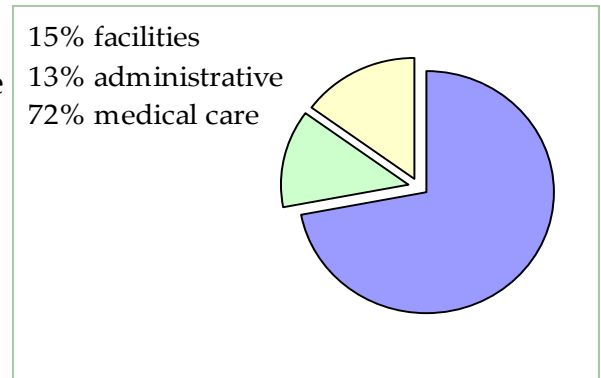
decrease in the number of outpatient visits; however, there has also been a consistent increase in the number of patients treated. A more mature veteran population plays a significant role in this change, as well as increased efficiencies in quality of care, preventive health screenings, and continual improvements in the delivery of the health care services we provide. We have successfully maintained exceptional waiting times in our primary care clinics and many of our specialty clinics. We are working to improve access to our eye clinics by working down the backlog and initiating patient driven scheduling. We received exceptional ratings in pharmacy targeted initiatives and clinical interventions. We continue to treat more veterans, while maintaining our customary high level of veteran satisfaction. We improved the environment in which our veterans receive their care through construction projects that focused on the physical plant, maintenance, added security, and patient safety initiatives. The medical center has been recognized again as one of the Blair Business Central "Top 100 Businesses." Our employees continue to serve our veterans with trust, respect, excellence, and commitment, and they are responsible for our accomplishments in fiscal year 2005. We are thankful to the veterans we serve for selecting the James E. Van Zandt VA Medical Center for their health care needs.

Gerald L. Williams
Director

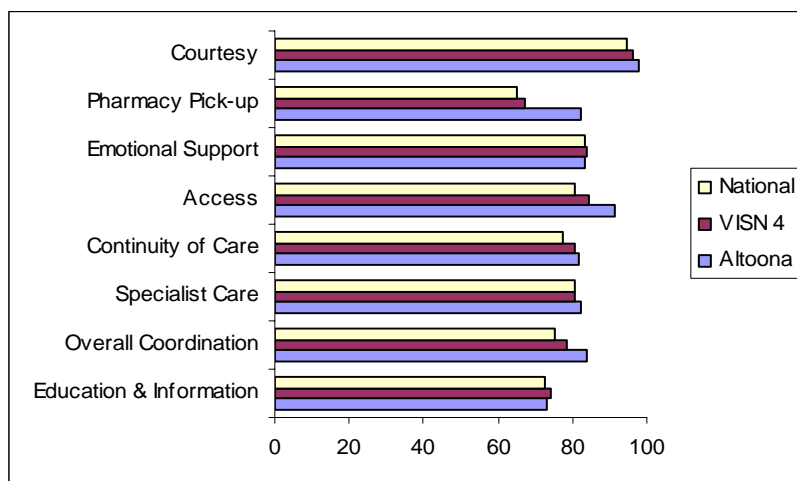
Workload & Financial Information

During fiscal year 2005, the James E. Van Zandt VA Medical Center was entrusted with 67 million dollars to provide health care to more than 23,000 veterans in central Pennsylvania. Within this budgetary appropriation, more than 182,000 outpatient visits occurred, and 1,009 inpatients were treated. The medical center receives funding in three categories: medical care, administrative, and facilities. The medical center ended the year with approximately a \$17,379.00 carryover into FY 2006. Throughout the year, the medical center was able to achieve many efficiencies in the provision of health care to the veterans we serve. Our appropriations are reflective of these efficiencies, with 72% of our annual budget spent specifically for the provision of health care to veterans, and only 13% and 15%, respectively, for administrative costs and facilities management.

Veterans Treated	23,916
Budget	67,967,000
Prescriptions Dispensed	1,174,519
Outpatient Visits	182,864
Admissions	1,009
Educational Affiliations	10
Employees	469



Veteran Satisfaction



When asked, 86% of our veterans said that, all things considered, they were highly satisfied with their overall outpatient care experiences. As the medical center continues to focus on continuous improvement, 88% to 93% of patients reported that they were being seen by a VA provider in primary care and specialty, at a

time that was convenient to them. We continually strive to provide the veterans we serve with the quality health care they deserve.

Accomplishments

In addition to continued improvements in patient safety and the delivery of health care services, one of the most significant accomplishments at the James E. Van Zandt VA Medical Center during fiscal year 2005 was the savings of 1.4 million dollars associated with pharmaceutical costs. In the midst of national increases in drug costs, this medical center was able to realize a 1.4 million dollar cost savings by using low cost alternatives to high cost medications. Providers also reviewed recommended evidence-based guidelines and provided medications that were consistent with providing a high level of patient care. The medical center continues to strive for increased efficiencies in clinic operations to give more veterans quicker access to quality health care. Another accomplishment included the use of consult use evaluation templates, to assure appropriateness of referrals and increase quality. While we have worked to eliminate waiting times for appointments in many clinics, we are still focusing on improved access, patient education, and coordination of care.



Quality

In fiscal year 2005, the Veterans Health Administration continued to measure performance of important clinical services for health conditions commonly seen in veterans. Performance is tracked and reported and adjustments are made to ensure exceptional clinical management of these health conditions. The medical center is



accredited by the Joint Commission on Accreditation of Healthcare Organizations, an organization that regularly inspects the quality and safety of care provided to patients. The medical center is also accredited by the College of American Pathologists, an organization that accredits facilities that improve patient safety by advancing the quality of pathology and laboratory services. The medical center has a professional 107 member medical staff, who is credentialed and privileged, and a professional 110 member nursing staff, who is also licensed and maintains annual competencies in their respective fields.

An Integral Part of the Community

For 55 years, the James E. Van Zandt VA Medical Center has been an integral part of the community, providing health care to veterans in the counties of Bedford, Blair, Cambria, Centre, Clearfield, Clinton, Huntingdon, Jefferson, and Mifflin. The medical center also hosts a variety of recognitions and events throughout the year, including the annual Prisoner of War and Missing-In-Action recognition ceremony in September. The ceremony, pictured on this page, included participation from many community organizations, including: two local high school bands; the mayor of Altoona; elected officials, a local author and World War II historian; Pennsylvania Army National Guard Unit, 876th Engineers; American Former POWs; employees, volunteers, and veterans. The medical center is also the site for many local veteran and community organization activities, including: Armed Forces Day celebrations; Blair County War Veterans Meetings; school visits; and the local Rolling Thunder annual run to the Wall That Heals, a half scale-replica of the Vietnam Veterans Memorial located in Washington D.C.



Missing Man Honors Table on display at the September 2005 annual POW/MIA Recognition Ceremony



Bedford High School Marching Band performed at the September 2005 annual POW/MIA Recognition Ceremony



Guest Speaker, Philip J. Waite, at the POW/MIA Recognition Ceremony



Audience members applaud Former POWs (standing) at the September 2005 annual POW/MIA Recognition Ceremony



Local chapter of Rolling Thunder remember soldiers at the Wall That Heals.

James E. Van Zandt VA Medical Center

2907 Pleasant Valley Boulevard
Altoona, PA 16602
1-877-626-2500

VA Outpatient Clinic
425 Scalp Avenue
Johnstown, PA 15904
1-814-266-8696



VA Outpatient Clinic
190 West Park Avenue, Suite 8
DuBois, PA 15801
1-814-375-6817

VA Outpatient Clinic
3048 Enterprise Drive
State College, PA 16801
1-814-867-5415